

May 26, 2010

Kentucky Dept of Revenue
P.O. Box 181
Frankfort, Ky 40601

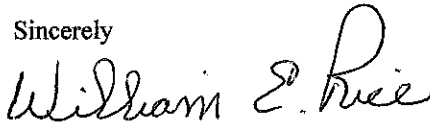
Attn: Cristy Kinney - Station 56

I spoke with an individual by the name of Brian yesterday in reference to my state taxes filed for 2009. He was very professional in his approach in explaining all of my questions/queries.

It was quite refreshing to engage in conversation with an individual who appeared to be genuinely happy to help me and shed intellectual light on all of my subject matter.

I just wanted to express my heartfelt appreciation for his assistance. He is a credit to your department and the Kentucky Department of Revenue.

Sincerely

A handwritten signature in cursive script that reads "William E. Rice". The signature is written in dark ink and is positioned above the printed name and address.

William E. Rice
1503 Cadet Court
Louisville, Ky 40222